

DEPARTMENT COMPUTER SPECIALIST*Class Definition*

Under general supervision, performs work of moderate difficulty developing, administering, maintaining, and supporting a Department or Division's automated information and operations systems.

Distinguishing Characteristics

Department Computer Specialist is a specialized, technical class assigned to various City Departments. Incumbents develop, administer, maintain, and support multi-work station local area networks on personal computers and Department related computer systems. This class is distinguished from Computer Systems Specialist I in that incumbents of the latter provide user support on personal computer based systems; and do not include the emphasis on specific software requirements and local area network.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Administers Department network functions such as restoration of printer services and logon procedures and provides file management assistance.

Examines existing manual processes and systems to determine feasibility for conversion to electronic information processing within division capabilities.

Installs and maintains end-user computer operating systems and application software while complying with defined requirements; modifies software, when required, to satisfy user requirements.

Reviews vendor supported software systems and prepares recommendations for purchase.

Oversees and provides technical support in the installation of Department word/data processing computers and peripheral equipment.

Troubleshoots problems on systems and work stations to identify the nature of the problem; corrects failures within capabilities and provides assistance or refers to appropriate party, as needed.

Analyzes computer and software needs; participates in feasibility studies for new or enhancements to Department computer systems.

Codes, de-bugs, tests and refines applications programs for use on Department equipment.

Prepares and maintains program and user identification, categorization, documentation, and protection of all Department data resources.

Develops, coordinates and conducts training in computer applications and operations of new or modified systems and equipment.

Performs other duties as required.

Knowledge, Abilities, and Skills

Knowledge of local area network operating systems.

Knowledge of computers, networks, software and communications systems.

Knowledge of analysis techniques and methods for converting and adapting manual procedures and processes.

Knowledge of computer documentation methods.

Knowledge of training methods and procedures.

Ability to analyze division manual operations and determine feasibility of electronic information processing.

Ability to operate and troubleshoot computers and peripheral equipment.

Ability to prepare clear, concise, and comprehensive records, reports, correspondence, and other written materials.

Ability to prepare and conduct user training in the operation of computers and peripheral equipment.

Ability to establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Ability to communicate effectively both orally and in writing.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree in computer applications and systems, decision science, information management, industrial technology, or a related field. Full-time paid work experience which included implementation of automated systems applications and/or equipment; systems programming and analysis; or data communication hardware and software including design, installation, and maintenance of local area networks may be substituted for the required education on a year-for-year basis.

Necessary Special Requirement

Possession of a valid California Driver's License may be required at time of appointment.

Recruitments may be limited to a specific area of expertise as required by Departmental or operational needs.

APPROVED: _____
Director

DATE: _____

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